



### Message from the Acting Director General

Thank you for considering IP Australia as your next career move. Our purpose is to enable Australians to benefit from great ideas by providing a world leading intellectual property (IP) system. Trade, investment and commercialisation all rely on an innovation ecosystem that is modern, effective and efficient. Our work helps ensure Australia remains resilient and internationally competitive.

Innovation and a strong commitment to customer service excellence underpin everything we do. We harness data and technology, including artificial intelligence, to continually improve the quality, accessibility and impact of our services. We embrace change, seek new ways of working, and remain curious and open to feedback — including through initiatives such as our in house innovation lab, IPA Ventures.

Our people are at the heart of our success. We are a high performing agency that invests in capability building, meaningful career pathways and strong, values driven leadership.

We foster a positive, inclusive culture where everyone feels respected, supported and able to do their best work.

Our People Strategy and Diversity and Inclusion Strategy guide how we work together and set clear expectations for behaviour, leadership and accountability across the organisation.

We also recognise the importance of balancing work with life outside of it. IP Australia offers a genuinely hybrid and flexible workplace, supporting wellbeing while enabling agility, collaboration and high performance.

By protecting ideas and rewarding creativity, our work supports Australia's economic prosperity and encourage innovation that benefits the wider community.

I encourage you to explore the opportunities at IP Australia and consider joining us.

**Margaret Tregurtha**  
Acting Director General  
IP Australia





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*Text version of the picture on the front page*

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**Margaret Tregurtha**

Acting Director-General  
IP Australia

## Candidate Kit

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|                                 |                                                                                   |
|---------------------------------|-----------------------------------------------------------------------------------|
| <b>Position Title:</b>          | SAP Helpdesk Analyst                                                              |
| <b>Classification:</b>          | APS Level 5                                                                       |
| <b>Employment status:</b>       | Ongoing                                                                           |
| <b>Number of vacancies:</b>     | One                                                                               |
| <b>Employment type:</b>         | Full-time                                                                         |
| <b>Salary:</b>                  | \$90,321 – \$96,829 + 15.4% employer super contribution (pro-rated for part-time) |
| <b>Section:</b>                 | Financial Systems Office                                                          |
| <b>Group:</b>                   | Finance and People Services                                                       |
| <b>Location:</b>                | Canberra on Ngunnawal Country                                                     |
| <b>Security Classification:</b> | BASELINE                                                                          |
| <b>Contact officer</b>          | Gaye Turner<br>0262832998<br>gaye.turner@ipaustalia.gov.au                        |

## Group Responsibilities

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The role of the Finance and People Services Group (FPSG) supports IP Australia across a broad range of corporate business services including:

- Financial management and reporting
- Financial operations processing
- Financial systems management and
- Human resources management.

FPSG supports IP Australia, on behalf of the IP Australia Executive, across a broad range of corporate services including finance, human resources and property services. Led by the General Manager and Chief Financial Officer, FPSG consists of:

- Financial Management Office – Oversees IP Australia’s financial reporting, budgeting, financial transactions processing, financial systems and cost recovery functions.
- People Services Office – Oversees all HR functions including recruitment, HR policy, workplace relations, workforce planning and reporting, case management, work health and safety management, people development and diversity and inclusion.
- Property and Services - Oversees property systems.

## Section Responsibilities

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The Financial Systems Team is responsible for the governance, support, maintenance and continuous improvement of IP Australia's financial management systems and associated enterprise applications.

The team provides business and technical support for SAP and related finance systems, manages security and user access, coordinates testing and system changes, supports reporting and analytics, and ensures the integrity, availability and security of financial data.

Working closely with Finance, Information Technology, business stakeholders, vendors and support providers, the team delivers system enhancements, supports business operations, and plays a key role in IP Australia's transition to SAP S/4HANA.

## Our Opportunity

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As an APS Level 5 SAP Helpdesk Analyst, you will play a key role in supporting and improving IP Australia's SAP Financial Systems and related enterprise applications.

You will provide frontline system support, investigate and resolve incidents and service requests, support SAP security and access administration, participate in testing and release activities, and contribute to the successful delivery of system enhancements and transformation initiatives.

The role offers hands-on experience across:

- SAP Financial Systems support and administration
- SAP security, user provisioning and access governance
- System testing, defect management and release activities
- Business process improvement and service management
- Knowledge management, documentation and operational reporting
- SAP S/4HANA transformation and business readiness activities.

You will work closely with Finance, Human Resources, Information Technology teams and external service providers while developing highly sought-after SAP, ERP and business systems capability.

This is an excellent opportunity for someone looking to build a career in enterprise applications, financial systems support and digital transformation, with a clear development pathway into APS Level 6 and senior Financial Systems roles.

We are looking to fill this position on ongoing basis.

At the end of the recruitment process anyone rated suitable in the recruitment process will be placed into a merit pool. This means we won't offer you a role now, but we might if one becomes available later. The merit pool will be valid for 18 months from the date of advertising and we can offer future roles permanently or on a temporary basis.

## Job specific capabilities

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The successful candidate will be able to demonstrate:

- Experience supporting SAP, ERP or other enterprise business applications
- Good communication, customer service, analytical and problem-solving skills
- The ability to investigate issues, support testing activities, and contribute to system improvements
- The ability to work collaboratively with stakeholders and build productive working relationships
- The ability to work independently, manage competing priorities and deliver quality outcomes
- Personal drive, integrity and a commitment to continuous learning and service excellence.

While we are looking for an individual who is willing to learn and develop in the role, our ideal candidate will have experience in SAP, enterprise systems support, testing, service management or related business applications.

Knowledge of financial systems and SAP security would be advantageous but is not mandatory.

## Capability framework

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At IP Australia, we have a [Capability framework](#) that provides a consistent approach to support recruitment, learning and development, performance development, and workforce planning. We have adopted the Integrated Leadership System (ILS) within our framework to align to the wider Australian Public Service (APS).

At the core of the framework is an innovative learning mindset – embracing experimentation, managing risk, and adapting to change and technology. This mindset fosters continuous growth, driven by curiosity, adaptability, openness, and resilience.

It is expected that all IP Australia employees:

- uphold and maintain the APS Values and Code of Conduct
- maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and a commitment to promoting a healthy and safe workplace
- look for appropriate opportunities to do things differently and be willing to embrace innovation and change
- embrace opportunities to interact with transformation – data, digital and artificial intelligence (AI) – and understand your obligations to uphold data integrity and support data governance embrace lifelong learning and knowledge sharing.

If you are applying for a role that has manager responsibilities, you are expected to:

- instil a culture of lifelong learning and knowledge sharing
- lead your team to understand their obligations in dealing with data, digital and AI tools
- anticipate and prepare for impact of innovation and change and align innovation activities to strategic objectives.

There is a summary page for the classification of this vacancy at the end of this candidate kit. The full document is available on our website and helps you understand what is expected for your role. You should also use the capabilities to assist you prepare your application response.

## Eligibility requirements for employment at IP Australia

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Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS).

All applicants offered employment will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check involves reviewing your background & personal circumstances to minimise risks in giving access to IP Australia information/resources. This screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.

Some applicants may be able to obtain and maintain a security clearance at a specified clearance level – please check the vacancy information section for security clearance requirements.

The successful applicant must be willing to disclose all relevant and required information.

## How to apply

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Applications must be submitted through IP Australia's online recruitment system, IP Hire. We do not accept emailed applications. If you have difficulties using IP Hire, please contact the Recruitment team on 02 6283 2567.

When you apply, you will be asked to complete the online application form and include:

- A one-page statement (up to 750 words) explaining why your skills, knowledge, and experience make you the best person for the role. Make sure to include examples of your achievements and structure these using the STAR method (Situation, Task, Action, Result).
- A current CV detailing recent employment history which is relevant to the advertised position.
- The name and contact details of two referees.

Most communication you receive during the recruitment process will be via email, so avoid using a work email if you're going on leave, as we can't change the process if you don't receive emails.

## How you will be assessed

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IP Australia use competitive merit-based recruitment processes. You might hear recruitment in the APS being talked about as 'merit-based'. This refers to the rules we follow during a recruitment process and means candidates are assessed based on the specific skills and duties of the job, so make sure you focus on these.

In addition to assessing to see if you have the required skills and duties, we also look at how well you can meet the capabilities required for this classification. The capabilities we look for are provided on the last page of this document.

You will be assessed using a range of methods which will likely include reviewing your application and resume, joining us for an interview, and confirming your details with your referee/s. You can request adjustments to assist with one or all of these methods.

There is a helpful document called Cracking the Code which provides information about recruitment processes and how to apply: [https://www.apsc.gov.au/sites/default/files/2020-12/cracking\\_the\\_code.pdf](https://www.apsc.gov.au/sites/default/files/2020-12/cracking_the_code.pdf)

## AI in recruitment at IP Australia

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We are embracing the use of Artificial Intelligence (AI) at IP Australia and exploring the benefits it can offer. Our usage of AI in recruitment processes, and broadly across the agency, will always be ethical, responsible, transparent and explainable.

### Our use of AI

Some of the ways we use AI in our recruitment processes include:

- polishing and refining advertising materials
- assisting in the development of assessment activities
- transcribing recorded virtual interviews, where candidates have been informed, to support accurate and consistent preparation of selection reports.

While AI helps us improve efficiency, it's important to know that it will never make decisions about your suitability for a role.

Our recruitment processes comply with the *Privacy Act 1988*, and your personal information will not be entered into AI systems. Panel members also receive training to understand risks such as bias and lack of transparency, and how to use AI responsibly and ethically.

### Your use of AI

You're welcome to use AI tools to help refine and polish your written application. However, for later stages of the process, such as interviews or assessment activities, we ask that you complete these on your own. This helps us understand your unique skills and capabilities for the role.

Our recruitment process is designed to give everyone a fair opportunity to demonstrate their strengths. If AI is used in ways that misrepresent your abilities, it could affect the outcome of your application.

*Please note – this does not include the use of assistive technologies such as JAWS*

## Diversity and inclusion

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We celebrate and champion diversity to ensure we reflect the community we serve, and pride ourselves on our inclusive culture. We welcome applications from Aboriginal and Torres Strait Islander peoples, people of all genders, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTQA+, mature aged employees and carers.

### Reasonable adjustments

We want you to be able to shine in the assessment process so if you require any personalised adjustments to assist you to participate fully in this recruitment process, please indicate this in your application form (or by contacting the Recruitment Team).

A member of either the Recruitment Team or the Selection Panel will contact you to discuss your needs. All reasonable requests for adjustments will be facilitated if possible. Personalised adjustments are also available to employees who commence with IP Australia to assist them to perform the duties of their role to the best of their ability.



Any information provided is private and confidential and will only be used to provide accommodations and will in no way determine the outcome of an application.

## RecruitAbility

The [RecruitAbility scheme](#) has been applied to this vacancy. RecruitAbility is a scheme which aims to attract and develop applicants with disability.

Applicants with disability who opt into the scheme; declare they have disability; and meet the minimum inherent requirements of the vacancy will be advanced to a later stage in the selection process. Merit remains the basis for engagement and promotion.



## Working at IP Australia

IP Australia is the Australian Government agency responsible for administering Australia's intellectual property (IP) rights system, specifically patents, trademarks, designs, and plant breeder's rights. IP Australia also undertakes programs to educate and promote an awareness of IP, provides IP policy input to Government, develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

Australia's IP rights system supports innovation, investment, and international competitiveness. IP investment in Australia is valued at about 40 billion dollars.

We are an Australian Government agency with a passion for bright ideas, offering a great work-life balance, flexible working arrangements and rewarding career paths in the IP industry and/or Australian Public Service.

IP Australia embraces flexibility, including hours as long as you have reliable internet connection and an appropriate office set-up. We have an office in Canberra (Ngunnawal Country) for employees who are located within a reasonable distance to the office and most employees work a mixture of days in the office and days from home.

The logo for 'Live Work Achieve' features the words 'Live', 'Work', and 'Achieve' in a large, bold, sans-serif font. Above 'Live' is a small orange dot, and above 'Achieve' is a small yellow dot. Below the main text is the tagline 'IP AUSTRALIA - TOGETHER WE CAN.' in a smaller, bold, sans-serif font. The entire logo is set against a white background with a black border.

- FLEXIBILITY**  
Maintain a balanced lifestyle.
- PRIDE IN THE WORK WE DO**  
Contribute to high quality outcomes every day.
- A SENSE OF BELONGING**  
Enjoy a sense of belonging and purpose, rich with diversity.
- PROFESSIONALISM**  
Use your expertise in a rewarding and fulfilling environment.
- INTERNATIONAL REPUTATION**  
Work with world leaders in intellectual property.
- THE AUSTRALIAN PUBLIC SERVICE**  
Experience all the advantages of the APS, with the size and agility of enterprise.

## Working in the APS

Australian Public Service (APS) [Values](#) guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service [Code of Conduct](#).

You can find out more about the APS's Employee Value Proposition here: [Work with us | APS jobs](#)

## IP Australia Capabilities: APS Level 5

This is an overview of the capability profile for the APS5 classification. You are strongly encouraged to review the full capability profile, available on our [website](#).

| Capability group       | Innovative Mindset                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                       | Integrated Leadership System (ILS)                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Capability name        | Commits to Lifelong Learning                                                                                                                                                                                                                                     | Data Literacy                                                                                                                                                                                                                              | Digital Literacy                                                                                                                                                                                                                                                                                                      | AI Literacy                                                                                                                                                                                                           | Supports Strategic Direction                                                                                                                                                                                                                                             | Achieves Results                                                                                                                                                                                                                                         | Supports Productive Working Relationships                                                                                                                                                                                                                                         | Displays Personal Drive and Integrity                                                                                                                                                                                                                                                                                                        | Communicates with Influence                                                                                                                                                                                                                                       |
| Capability descriptor  | <ul style="list-style-type: none"> <li>Curiosity and openness.</li> <li>Collaboration, experimentation and creativity.</li> </ul>                                                                                                                                | <ul style="list-style-type: none"> <li>Data awareness.</li> <li>Data-informed decision making.</li> <li>Data communication.</li> </ul>                                                                                                     | <ul style="list-style-type: none"> <li>Digital navigation, communication and collaboration.</li> <li>Digital protection and safety.</li> <li>Technical proficiency and problem solving.</li> </ul>                                                                                                                    | <ul style="list-style-type: none"> <li>Use AI appropriately and effectively.</li> <li>Make and own informed decisions.</li> <li>Protect information and privacy.</li> </ul>                                           | <ul style="list-style-type: none"> <li>Support shared purpose and direction.</li> <li>Think strategically and harness information and opportunities.</li> <li>Show judgement, intelligence and commonsense.</li> </ul>                                                   | <ul style="list-style-type: none"> <li>Identify and use resources wisely.</li> <li>Apply and build professional expertise.</li> <li>Respond positively to change.</li> <li>Take responsibility for managing work projects to achieve results.</li> </ul> | <ul style="list-style-type: none"> <li>Nurture internal and external relationships.</li> <li>Listen to, understand and recognise the needs of others.</li> <li>Value individual differences and diversity.</li> <li>Share learning and supports others.</li> </ul>                | <ul style="list-style-type: none"> <li>Demonstrate public service professionalism and probity.</li> <li>Engage with risk and show personal courage.</li> <li>Commit to action.</li> <li>Promote and adopt a positive and balanced approach to work.</li> <li>Demonstrate self-awareness and a commitment to personal development.</li> </ul> | <ul style="list-style-type: none"> <li>Communicate clearly.</li> <li>Listen, understand and adapt to audience.</li> <li>Negotiate confidently.</li> </ul>                                                                                                         |
| Capabilities in action | <ul style="list-style-type: none"> <li>Continuously learn and apply new knowledge.</li> <li>Adapt to change and innovate.</li> <li>Show curiosity and share insights.</li> <li>Experiment with creative approaches.</li> <li>Encourage collaboration.</li> </ul> | <ul style="list-style-type: none"> <li>Understand data sources, quality, and tools.</li> <li>Use data to identify problems and support decision-making.</li> <li>Communicate insights clearly through simple data storytelling.</li> </ul> | <ul style="list-style-type: none"> <li>Use digital technologies effectively by keeping up with new digital trends.</li> <li>Collaborate respectfully and professionally online.</li> <li>Protect privacy and data, staying alert to cyber threats.</li> <li>Solve problems creatively using digital tools.</li> </ul> | <ul style="list-style-type: none"> <li>Know when and how to use AI appropriately.</li> <li>Critically evaluate AI outputs and check for bias or error.</li> <li>Use AI ethically, protecting data privacy.</li> </ul> | <ul style="list-style-type: none"> <li>Understand and support the agency's vision, mission, and goals.</li> <li>Think ahead and use good judgment.</li> <li>Focus on results that contribute to broader objectives – even if you're not setting the strategy.</li> </ul> | <ul style="list-style-type: none"> <li>Deliver tasks and projects by focusing on outcomes.</li> <li>Take ownership, stay proactive and resilient.</li> <li>Use resources wisely to achieve quality results.</li> </ul>                                   | <ul style="list-style-type: none"> <li>Collaborate and involve others to achieve results.</li> <li>Recognise contributions and value different perspectives.</li> <li>Share information openly.</li> <li>Foster learning opportunities.</li> <li>Delegate effectively.</li> </ul> | <ul style="list-style-type: none"> <li>Show motivation, resilience, and integrity by pursuing goals proactively.</li> <li>Stay focused under pressure.</li> <li>Act with honesty and professionalism.</li> <li>Learn from mistakes.</li> <li>Manage emotions effectively.</li> </ul>                                                         | <ul style="list-style-type: none"> <li>Foster understanding and guide others by communicating clearly.</li> <li>Listen actively to understand different perspectives.</li> <li>Adapt your message to ensure ideas are heard, valued, and drive action.</li> </ul> |